

7 Mile Advisors



# Sectorwatch:

## Business Process Outsourcing

January 2021



# Business Process Outsourcing

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# Overview

**7MA provides Investment Banking & Advisory Services to the Business Services and Technology Industries globally.**

We advise on M&A and private capital transactions and provide market assessments and benchmarking. As a close-knit team with a long history together and a laser focus on our target markets, we help our clients sell their companies, raise capital, grow through acquisitions, and evaluate new markets.

We publish our sectorwatch, a review of M&A and operational trends in the industries we focus.

## DASHBOARD

- Summary metrics on the sector
- Commentary on market momentum by comparing the most recent 12-month performance against the last 3-year averages.

## PUBLIC BASKET PERFORMANCE

- Summary valuation and operating metrics for a basket of comparable public companies.

## VALUATION COMPARISON

- Graphical, detailed comparison of valuation multiples for the public basket.

## RECENT DEALS

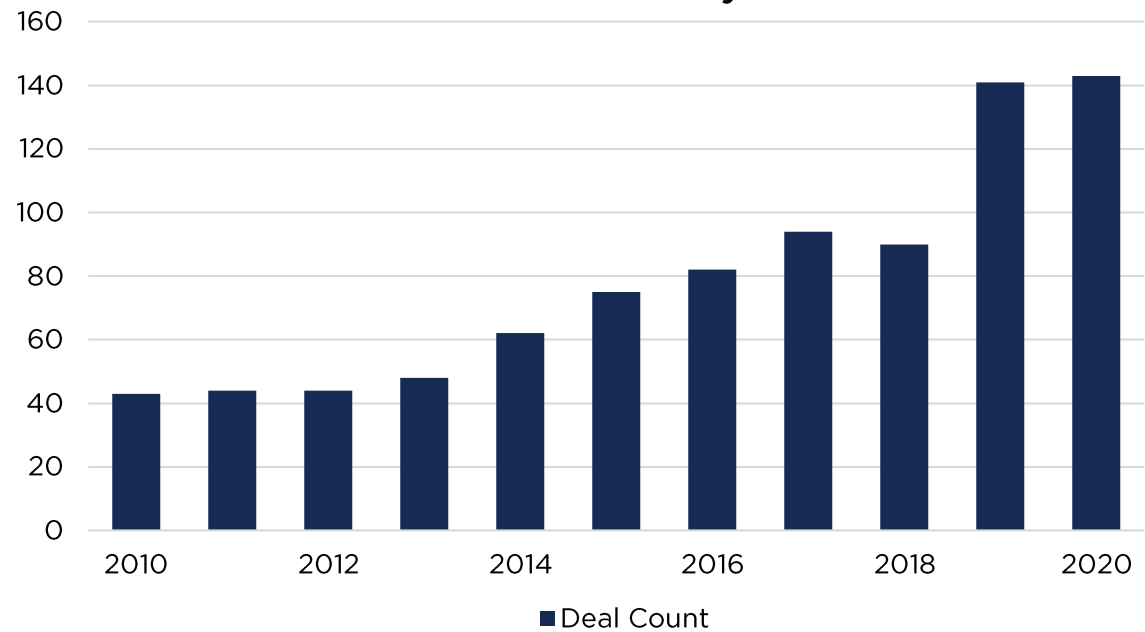
- The most recently announced deals in the sector

# Dashboard

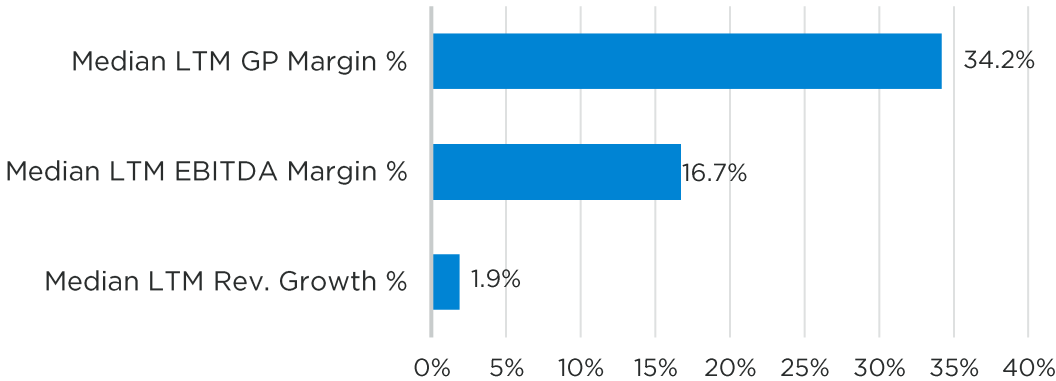
## REVENUE GROWTH MOMENTUM ↓ -4.6%

1 - year revenue growth compared to revenue growth average for last 3 years - Current revenue growth rate is less than the average of the last 3 years, indicating that the market may be flattening or declining

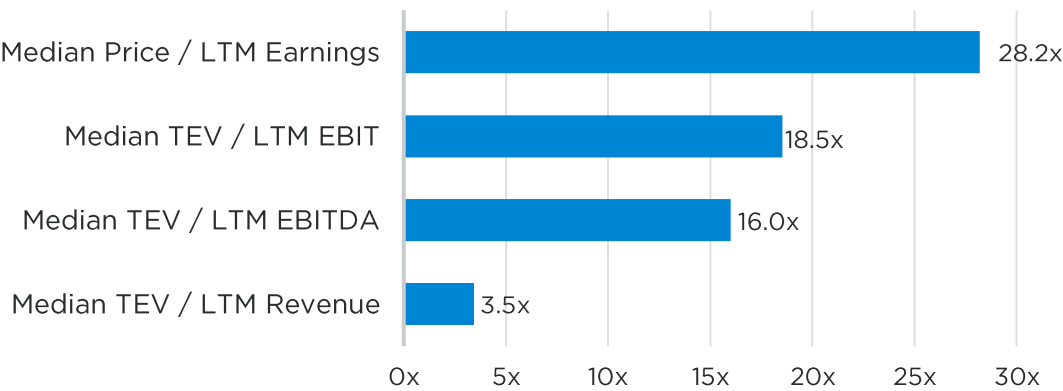
### M&A Activity



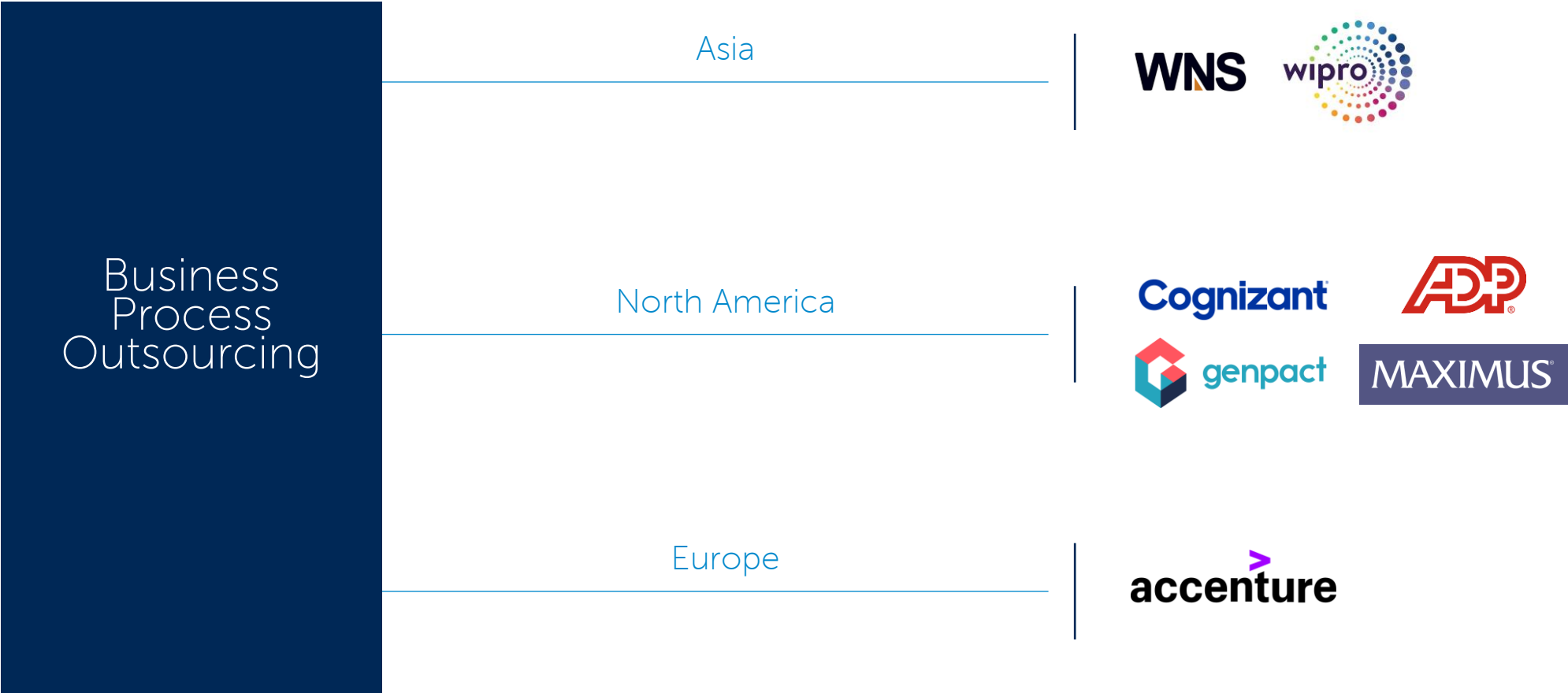
## Operating Metrics



## Valuation



# Public Basket Overview

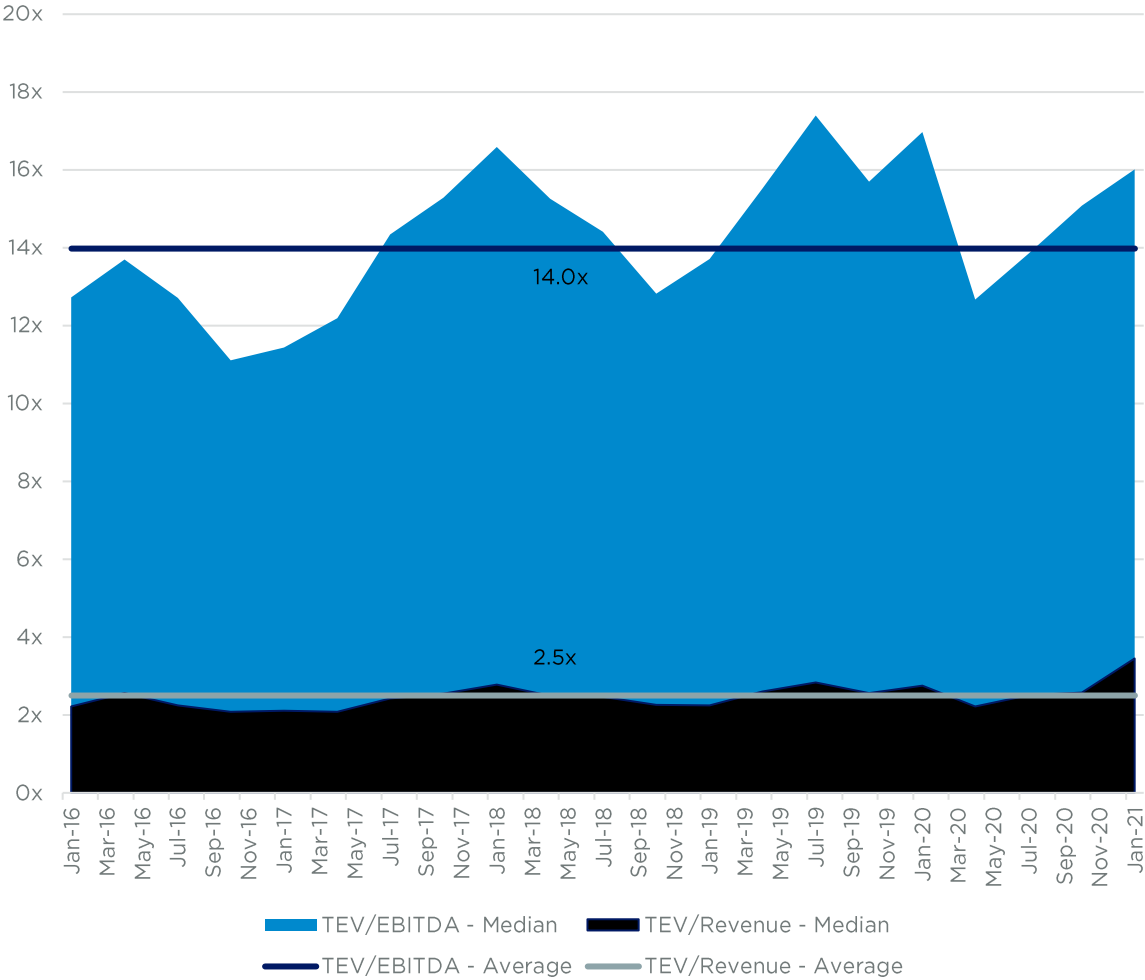


# Public Basket

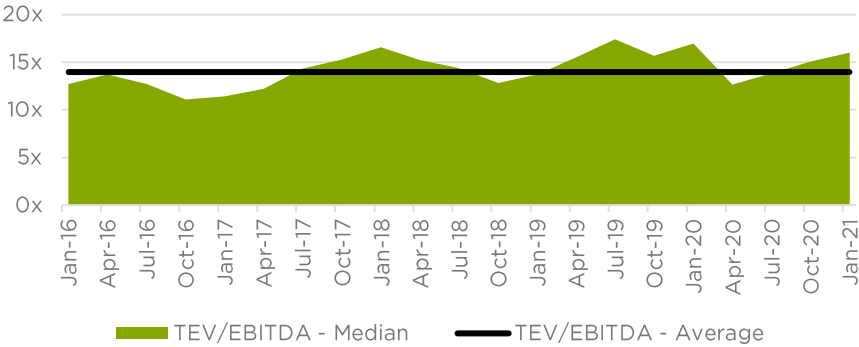
Company	TEV \$m	LTM EBITDA \$m	LTM Rev \$m	Rev Growth YoY	GP %	EBITDA %	TEV / Rev X	TEV / EBITDA X	# FTEs	Rev / FTE \$k
WNS Global Services	3,316	178	917	3.0%	36.0%	19.4%	3.6x	18.7x	43,000	21
Maximus	4,826	389	3,462	19.9%	20.5%	11.2%	1.4x	12.4x	29,600	117
Genpact	8,489	617	3,700	8.3%	34.2%	16.7%	2.3x	13.7x	97,500	38
Wipro	28,514	1,782	8,260	1.8%	30.4%	21.6%	3.5x	16.0x	180,000	46
Cognizant Technology Solutions	39,621	2,681	16,752	0.7%	35.8%	16.0%	2.4x	14.8x	291,700	57
Automatic Data Processing	71,753	3,803	14,565	1.9%	42.1%	26.1%	4.9x	18.9x	58,000	251
Accenture	158,106	7,146	44,730	1.7%	31.8%	16.0%	3.5x	22.1x	513,000	87
<b>Average</b>	44,946	2,371	13,198	5.3%	33.0%	18.1%	3.1x	16.7x	173,257	88
<b>Median</b>	28,514	1,782	8,260	1.9%	34.2%	16.7%	3.5x	16.0x	97,500	57

share price as of 27Jan21

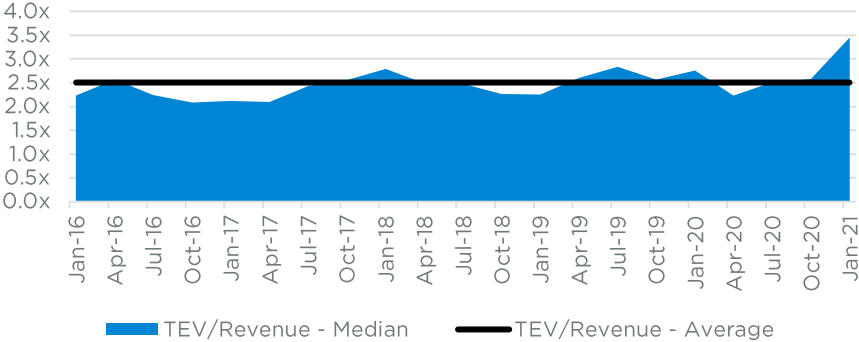
# Public Basket



## Public EBITDA Multiples over Time

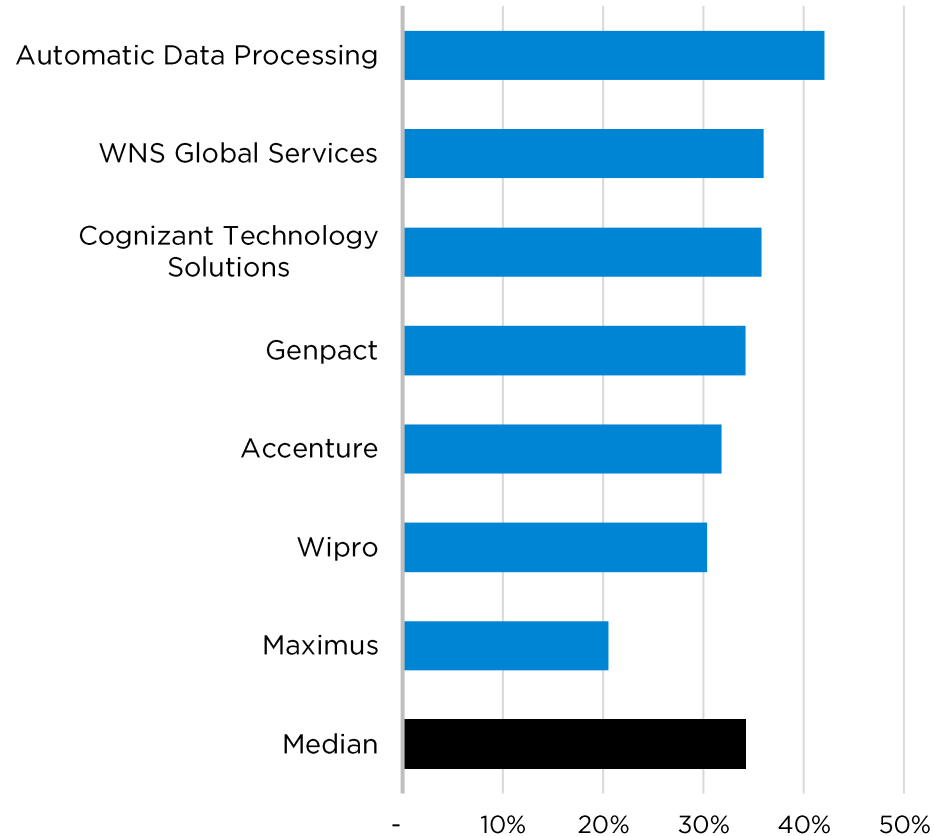


## Public Revenue Multiples over Time

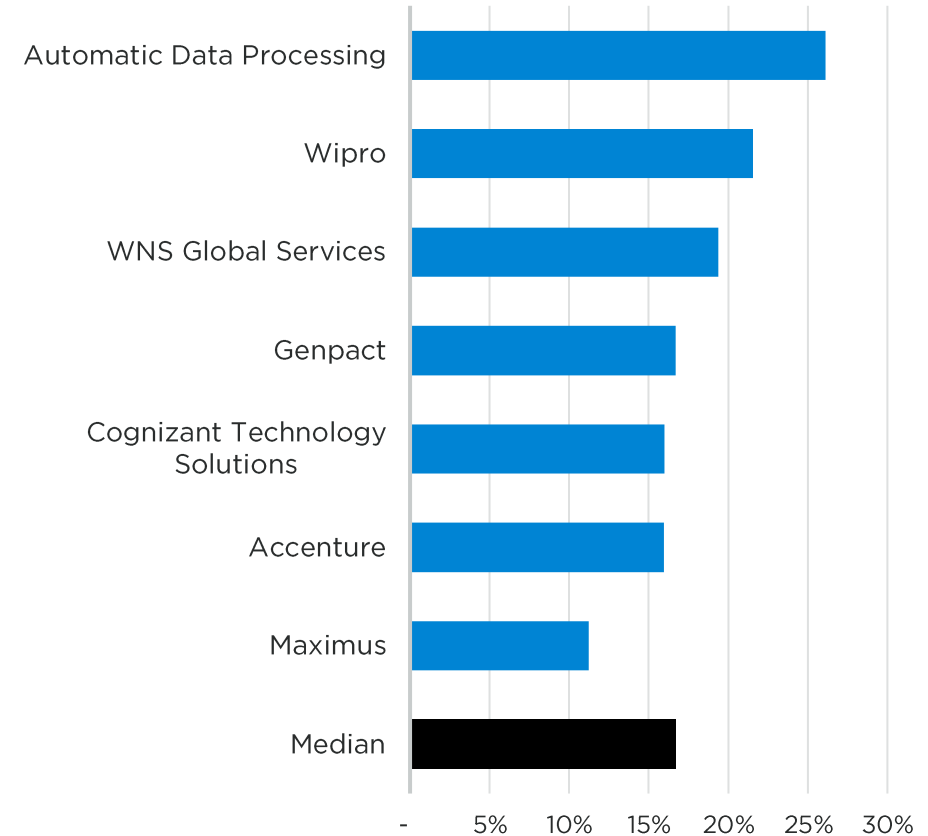


# Operational Metrics

## LTM Gross Profit Margin %



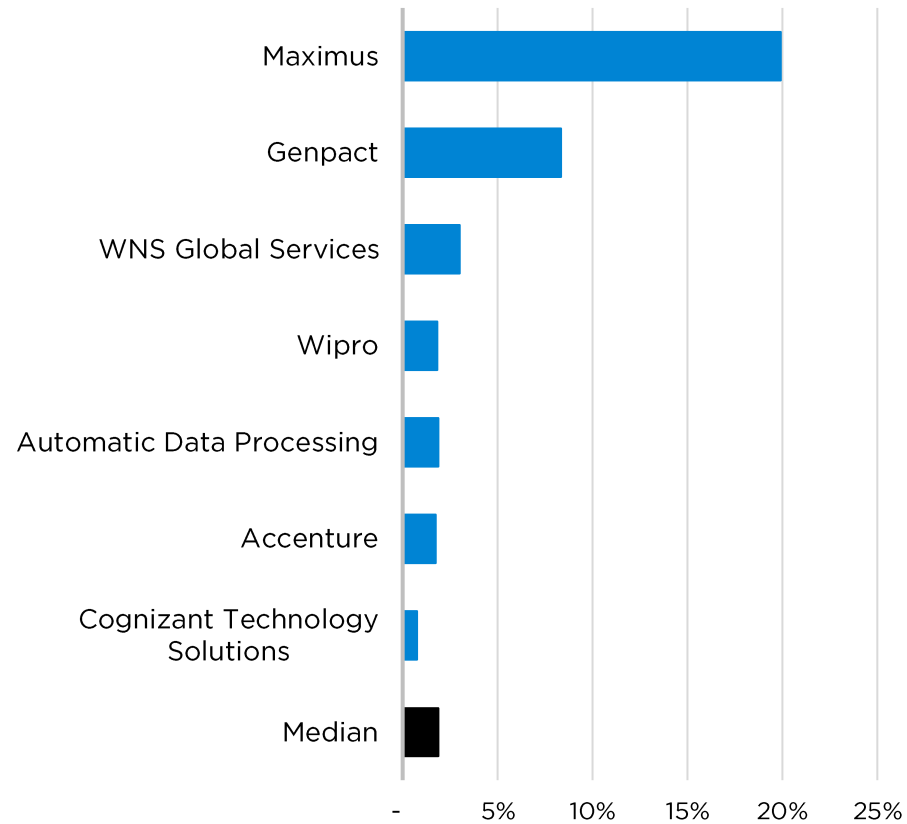
## LTM EBITDA %



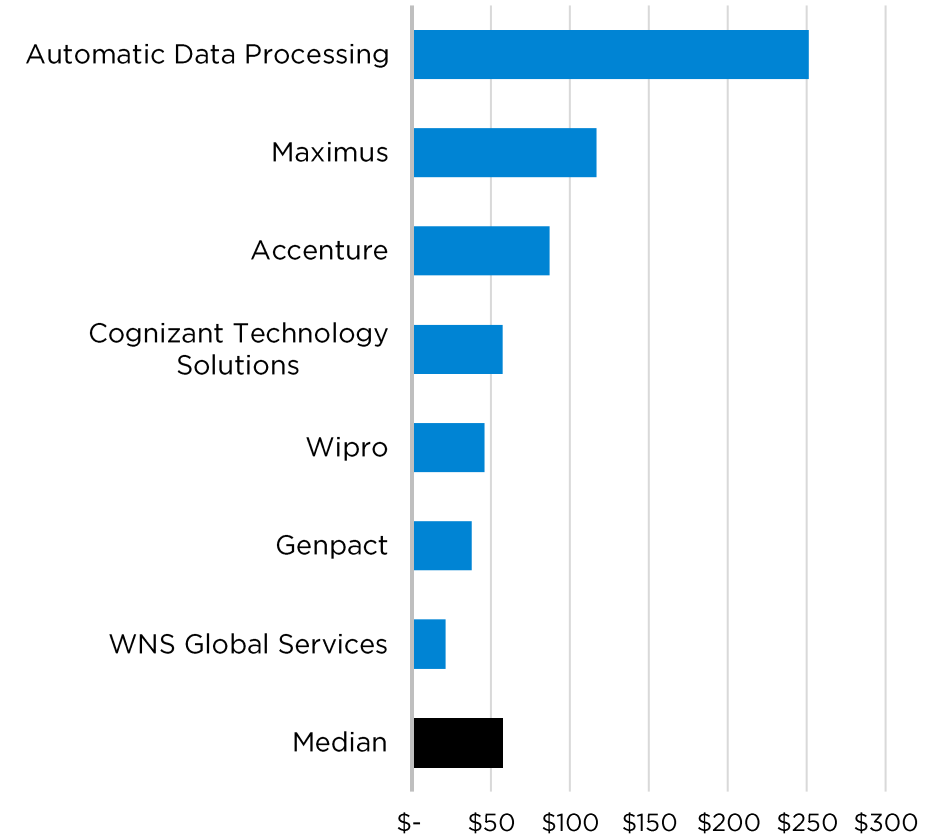


# Operational Metrics

LTM Revenue Growth %

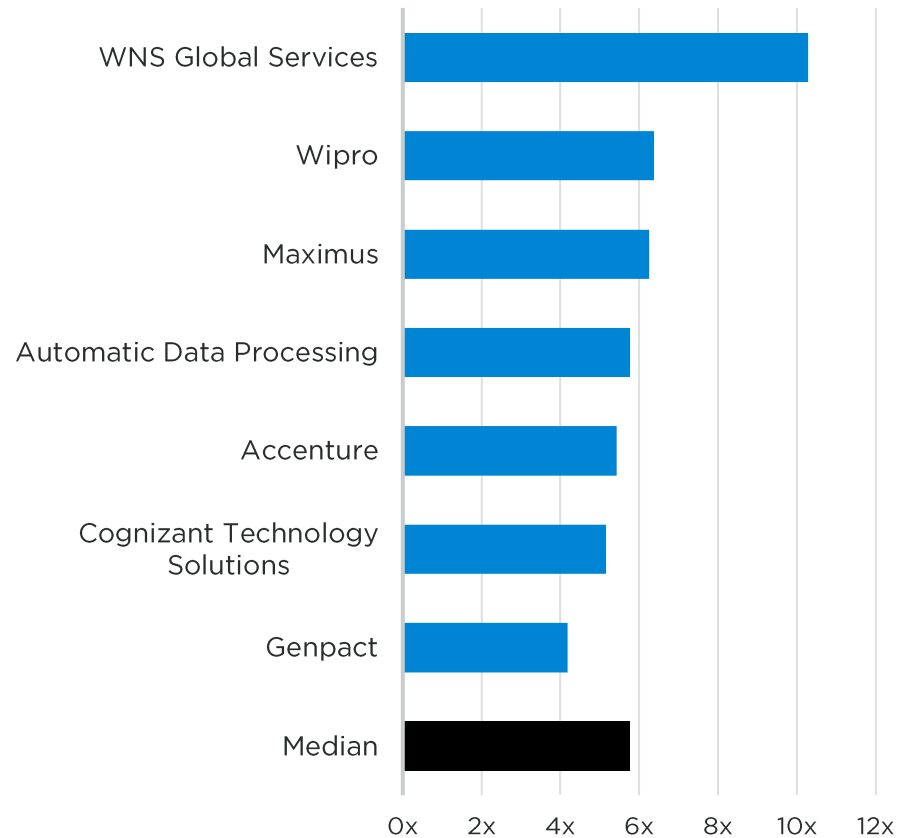


LTM Revenue per Full Time Employee x 000's

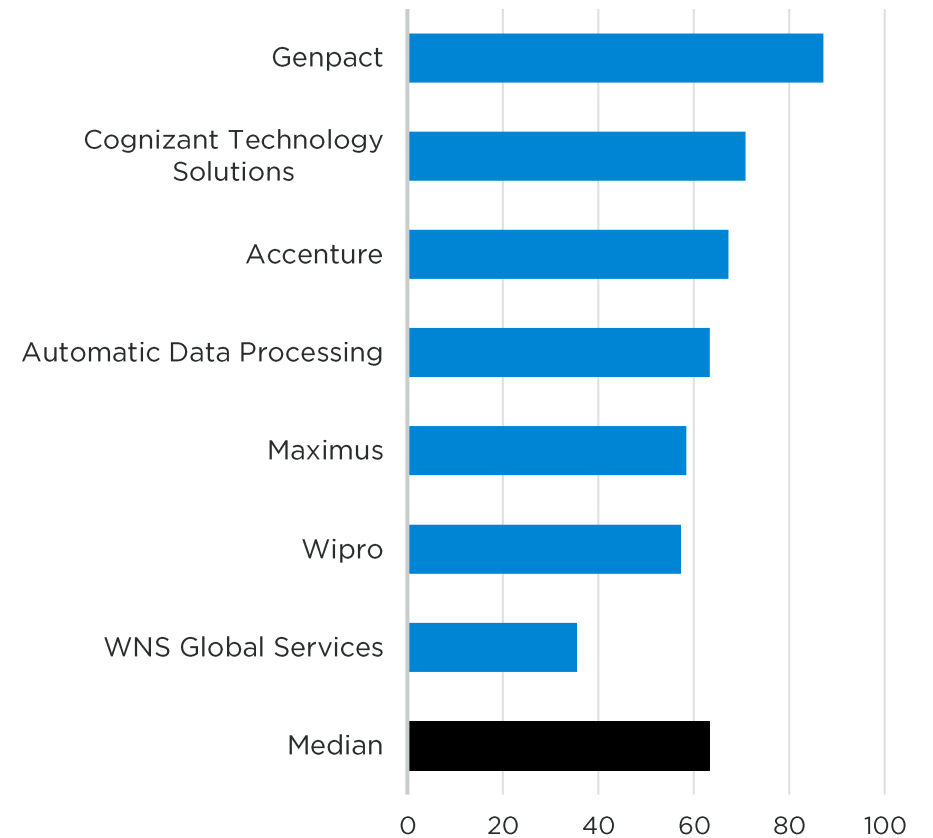


# Operational Metrics

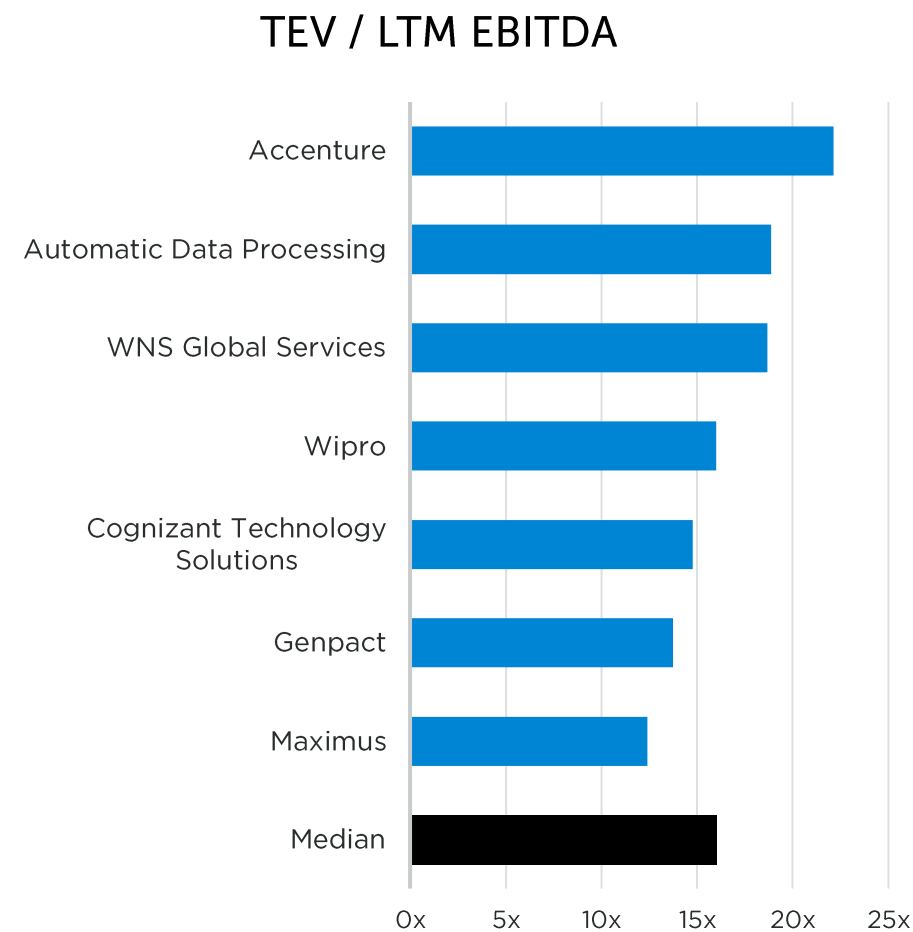
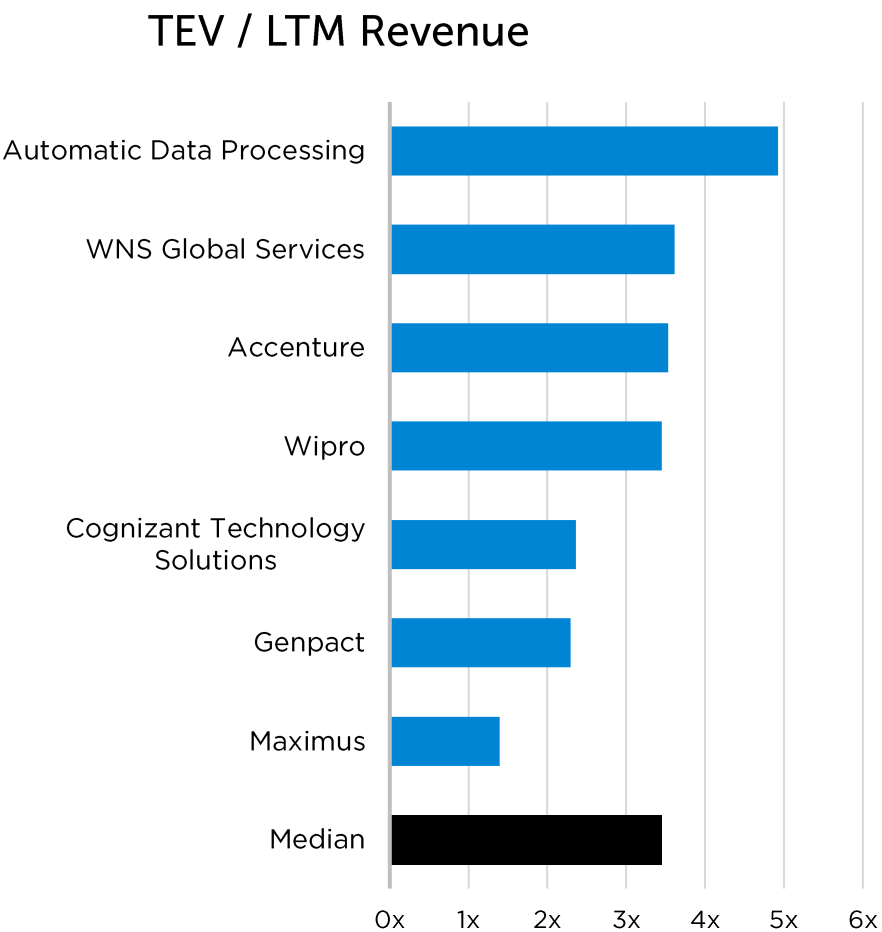
## Accounts Receivable Turnover



## Average Days Sales Outstanding

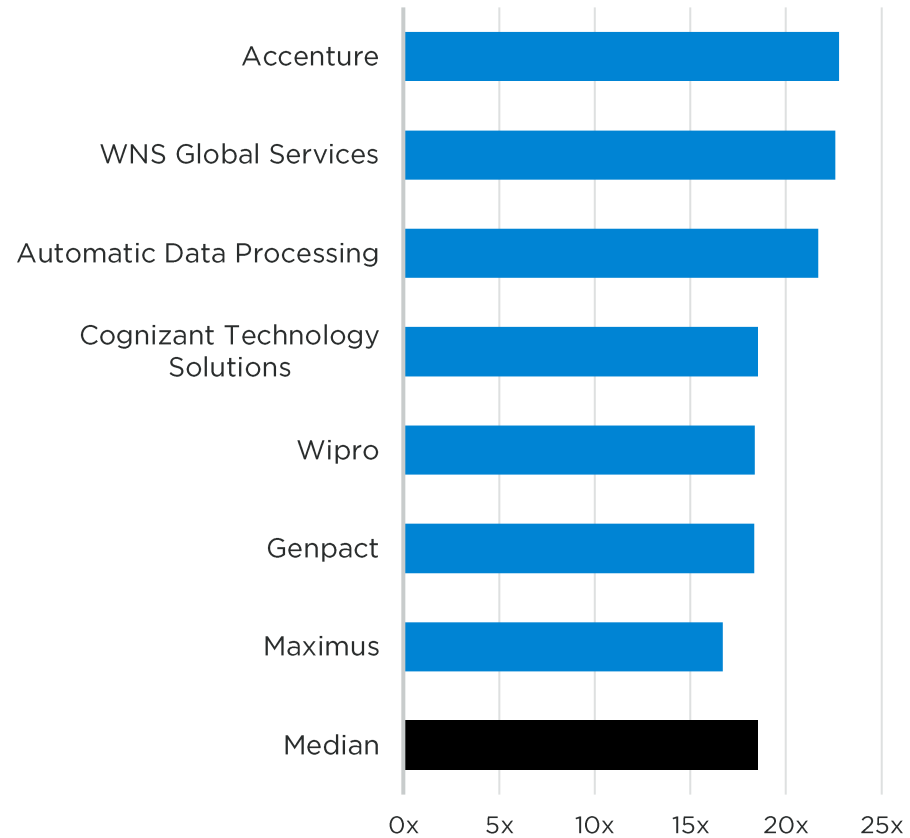


# Valuation

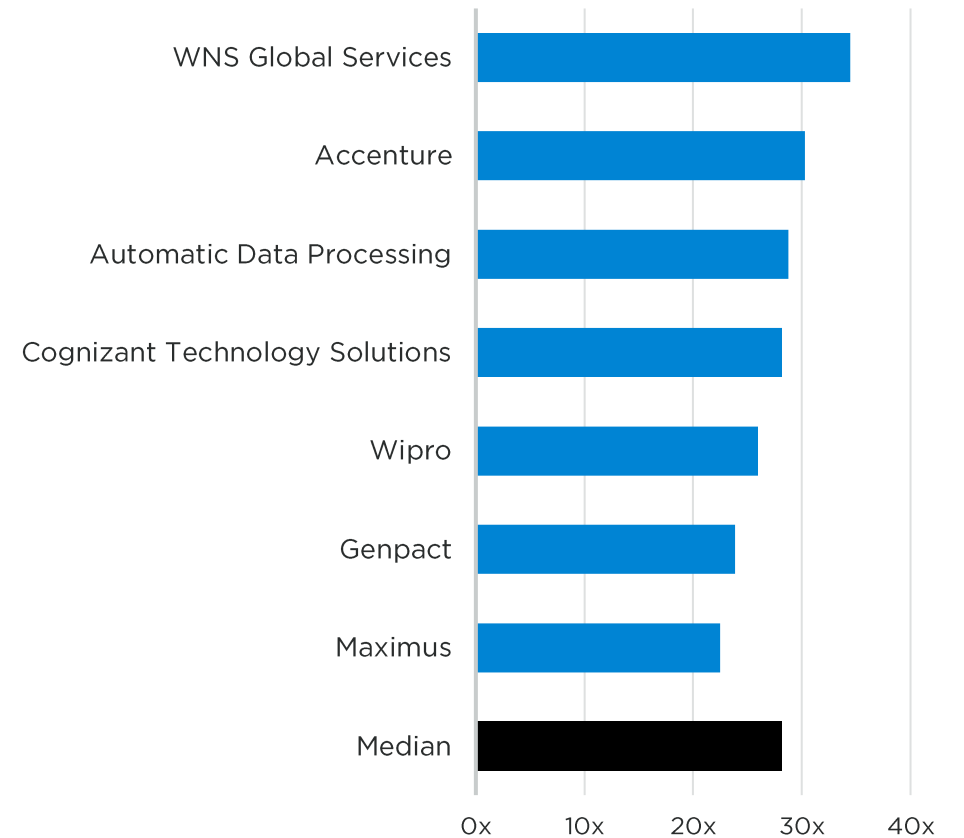


# Valuation

TEV / LTM EBIT

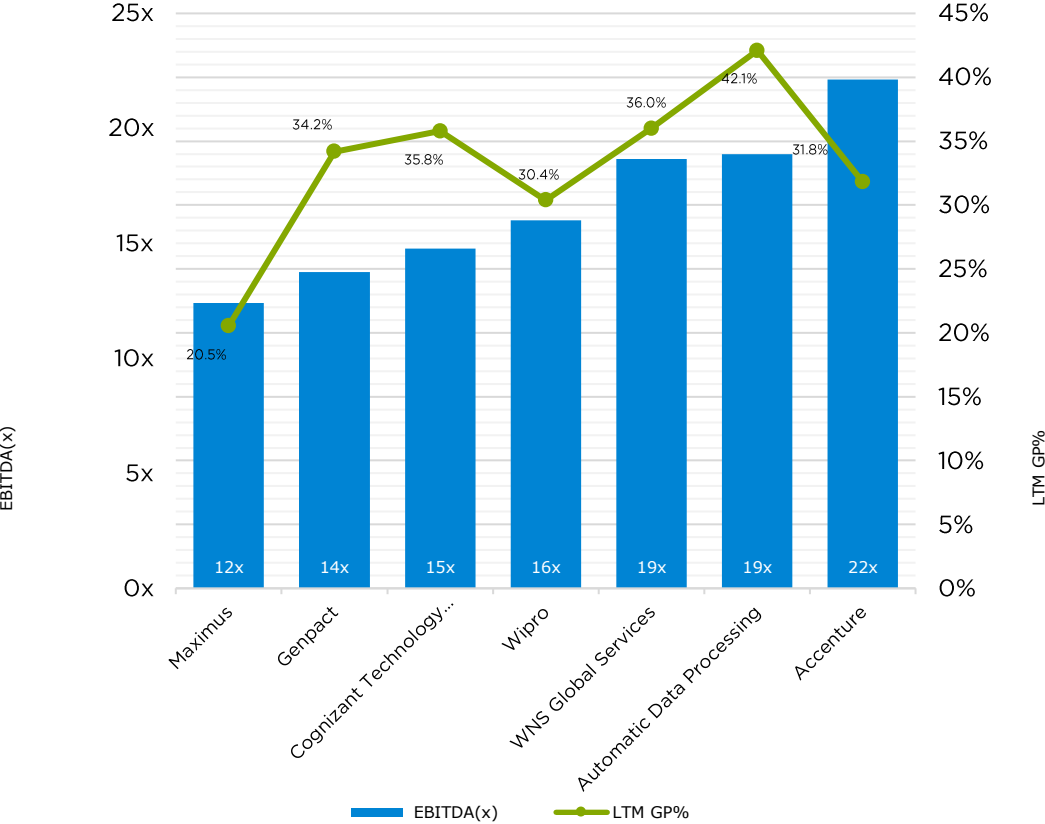


Price / LTM Earnings

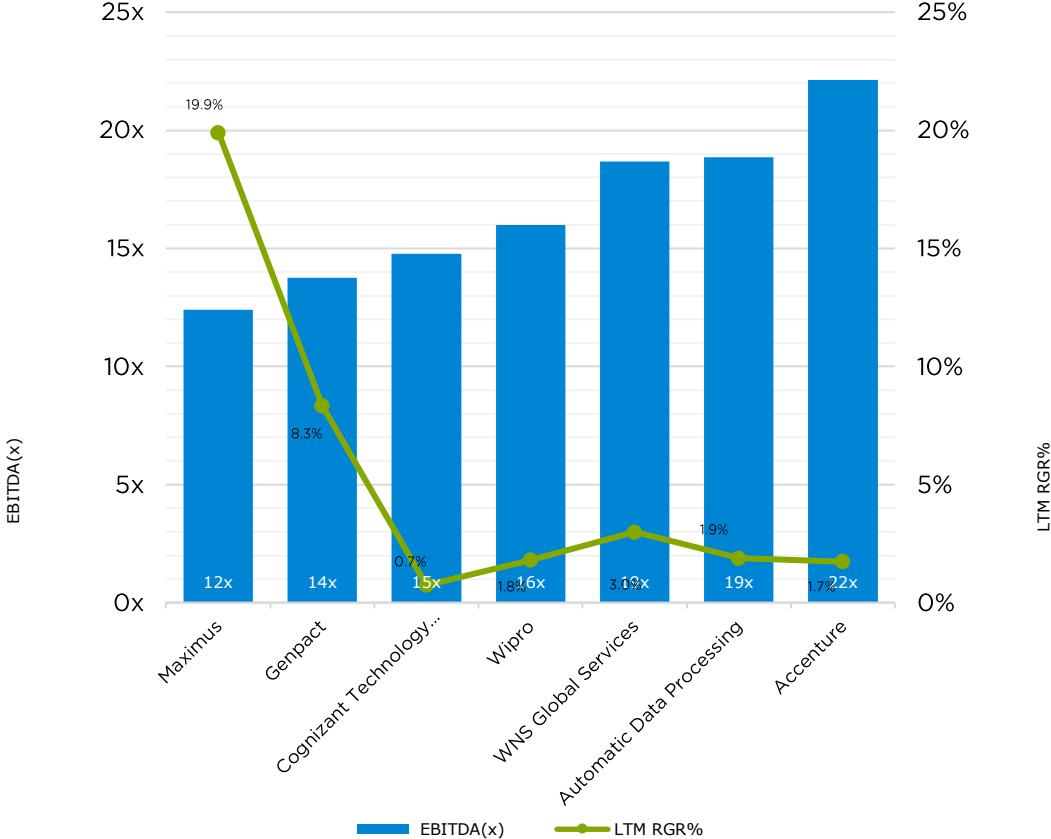


# Valuation

Historical Valuation Multiples  
versus Gross Profit



Historical Valuation Multiples  
versus Revenue Growth Rate



# Recent Transactions

Date	Target	Buyer / Investor	Total Transaction Amount	Target Revenue	TEV / Revenue	TEV / EBITDA
21-Jan-21	HSO ProServ	HSO Enterprise Solutions	-	-	-	-
14-Jan-21	Ellicium	FutureTech Holding Company	-	-	-	-
14-Jan-21	Protera Technologies	Pamlico Capital	-	-	-	-
08-Jan-21	Akuity Technologies	ClearLight Partners	-	-	-	-
08-Jan-21	Tosolution	Chortek	-	-	-	-
04-Jan-21	Astrix Technology Group	Quad-C Management	-	-	-	-
31-Dec-20	MondayCall	RSM US	-	-	-	-
22-Dec-20	Prosum (Microsoft Consulting and Managed Services Business Unit)	Netrix Systems	-	-	-	-
17-Dec-20	Netlink Sytems	Ntiva	-	-	-	-
11-Dec-20	GreenPages	ABRY Partners	-	-	-	-
09-Dec-20	Nexus GS	Air IT	-	-	-	-
07-Dec-20	Broadpoint Technologies	Harren Equity Partners	-	-	-	-
26-Nov-20	Gestisoft	Secib	-	-	-	-
25-Nov-20	Xpert Technologies	Wolf Consulting	-	-	-	-
19-Nov-20	Qubic Group	Beech Tree Private Equity	-	-	-	-
19-Nov-20	Septeo	HgCapital Trust	-	-	-	-
16-Nov-20	Interactive Business Systems	Cleo Capital	-	-	-	-
11-Nov-20	Bright Skies	Rackspace US	-	-	-	-
11-Nov-20	Neos Software Development	Groupe Open	-	-	-	-
10-Nov-20	Groupware Technology	H.I.G. Capital	-	-	-	-
09-Nov-20	Microsky	Arribatec	-	-	-	-
06-Nov-20	RightSize Solutions	Bluff Point Associates	-	-	-	-
03-Nov-20	Cinnte Technologies	Calligo	-	-	-	-
02-Nov-20	DFI Service	Cheops Technology	-	-	-	-
29-Oct-20	PSU Technology Group	FluidOne	-	-	-	-

# Appendix

*Public Basket  
Contact Information*



## WNS Global Services

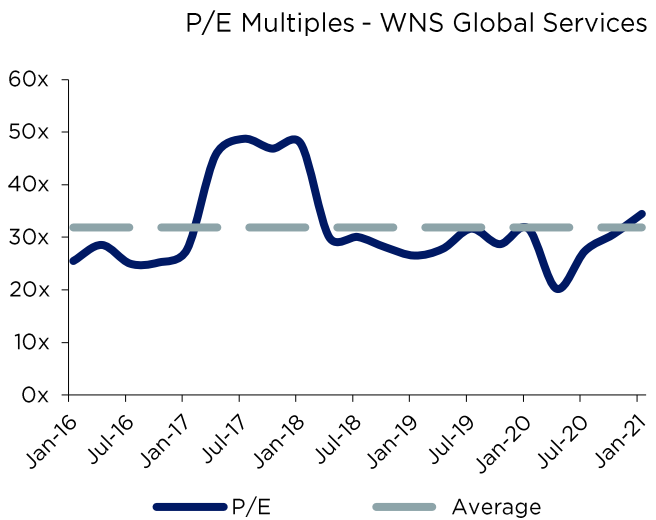
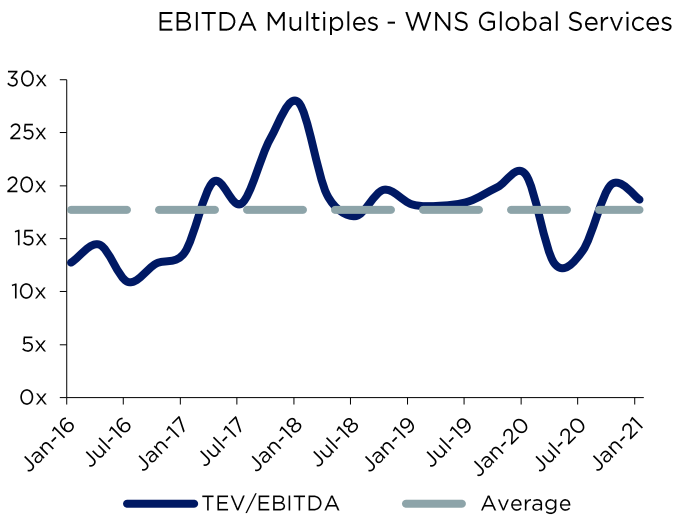
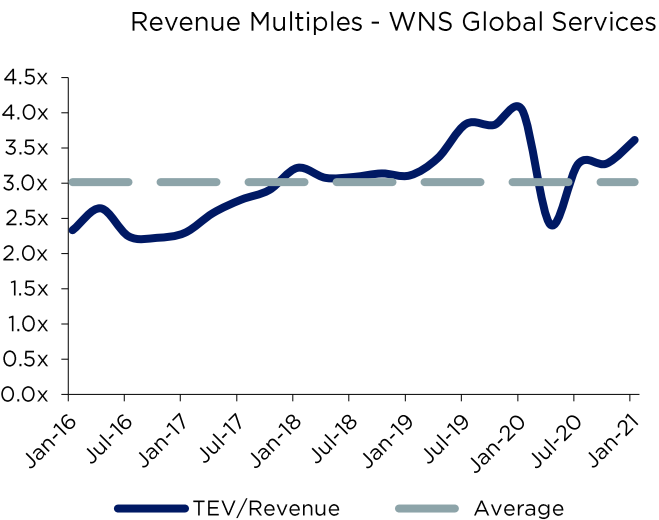
**WNS (Holdings) Ltd is a global provider of business process management (BPM) services, offering comprehensive data, voice, analytical and business transformation services with a blended onshore, nearshore and offshore delivery model.**

The company has two reportable segments namely WNS Global BPM and WNS Auto Claims BPM. It generates maximum revenue from WNS Global BPM segment. Geographically, it derives a majority of revenue from the US and also has a presence in the UK, Australia, Europe, South Africa and Rest of the world.



# Public Basket

## WNS Global Services



Company Name	Date	Deal Synopsis
HealthHelp	15-Mar-17	The company was acquired by WNS (NYSE: WNS) for \$95 million on March 15, 2017. With the acquisition of HealthHelp, WNS has taken a major step forward in strengthening their end-to-end Healthcare and Insurance BPM offerings.
Denali Sourcing Services	31-Jan-17	The company was acquired by WNS (Holdings) (NYSE: WNS) for \$40 million on January 31, 2017. The acquisition of Denali Sourcing Services adds a strategic procurement capability to the existing Finance and Accounting solutions.

## Maximus

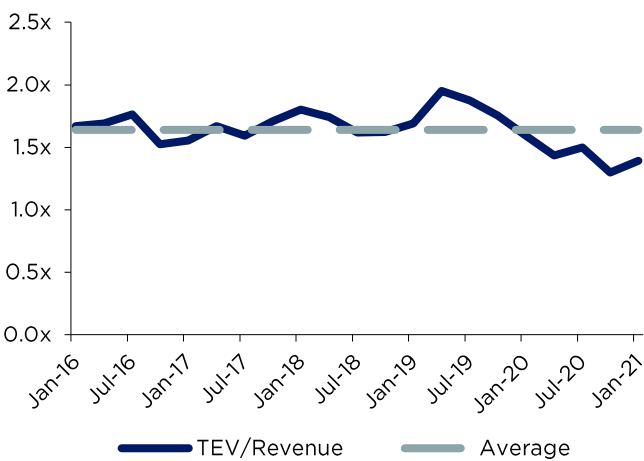
**Maximus Inc is an operator of government health and human services programs in the United States, United Kingdom, Canada, Australia, and Saudi Arabia.**

The company offers business solutions to improve the cost-effectiveness, efficiency, and quality of government-sponsored benefit programs, such as Medicaid, Medicare, Health Insurance BC, and child support programmes. Most of its revenue is derived from long-term contractual arrangements with governments around the world. The largest segment by revenue, health services, provides customer center operations and support services, health insurance enrollment services, and health plan oversight services.

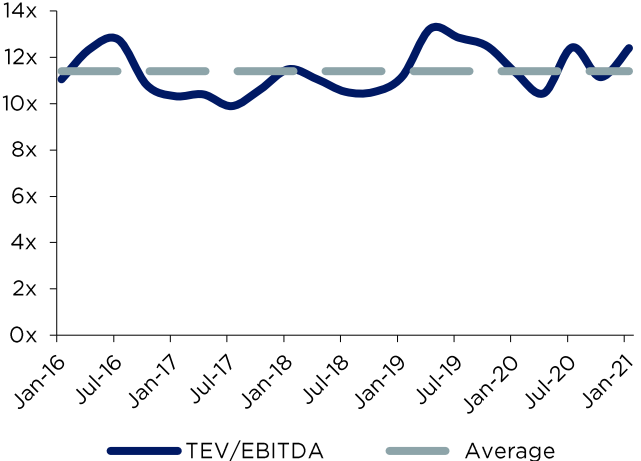
# Public Basket

Maximus

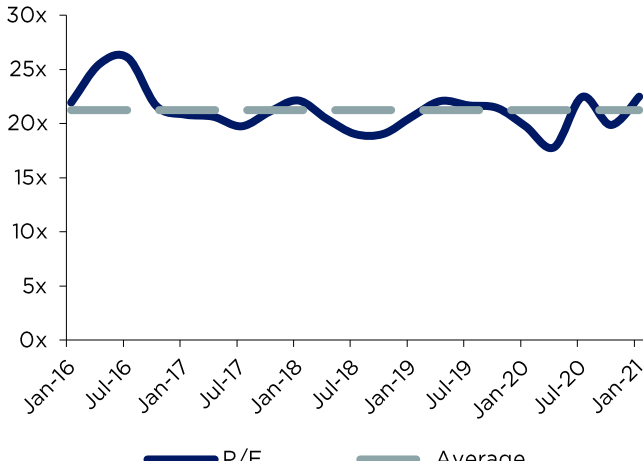
Revenue Multiples - Maximus



EBITDA Multiples - Maximus



P/E Multiples - Maximus



Company Name	Date	Deal Synopsis
Gt Hiring Solutions	16-Aug-19	The company was acquired by Maximus (NYS: MMS) for CAD 8.1 million on August 16, 2019. The acquisition will improve Maximus's reach and capabilities of the company's Canadian employment services.
General Dynamics Information Technology (Call Center Operations)	16-Nov-18	The company, a subsidiary of General Dynamics Information Technology, was acquired by Maximus (NYS: MMS) for \$430.723 million on November 16, 2018. The acquisition enables the acquirer to add scale to what they are doing in the federal market.

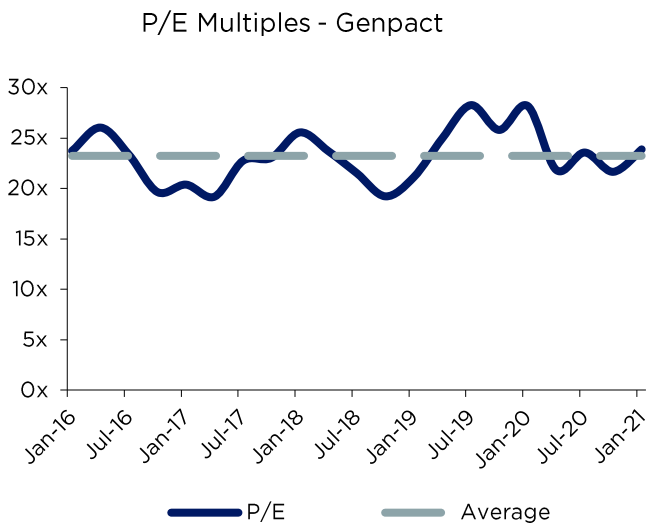
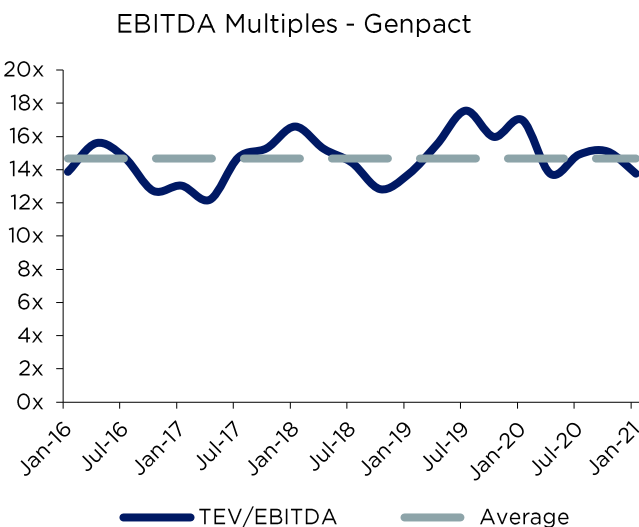
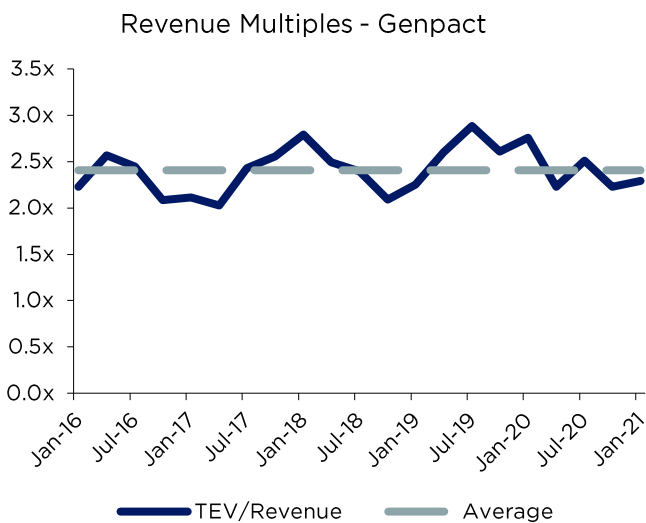
## Genpact

### **Genpact Ltd is a provider of business process management services.**

Clients are industry verticals and operate in banking and financial services, insurance, capital markets, consumer product goods, life sciences, infrastructure, manufacturing and services, healthcare, and high-tech. Genpact's services include aftermarket, direct procurement, risk and compliance, human resources, IT, industrial solutions, collections, finance and accounting, and media services. Genpact's end market by revenue is India. The company is a General Electric spin-off, which is still a large source of revenue for Genpact.

# Public Basket

Genpact



Company Name	Date	Deal Synopsis
Something Digital	05-Oct-20	The company was acquired by Genpact (NYS: G) for an undisclosed amount on October 5, 2020. The addition of the company's deep commerce expertise to Genpact's subsidiary, Rightpoint's customer experience leadership, will further enable Rightpoint's ability to drive experience-led transformation at scale for clients across industries.
RightPoint Consulting	12-Nov-19	The company was acquired by Genpact (NYS: G) for an undisclosed amount on November 12, 2019. This acquisition combines Genpact's deep process, domain and digital expertise with the company's proven ability to create impact experiences, thus enabling the company's continued expansion which also includes expanding core offerings.

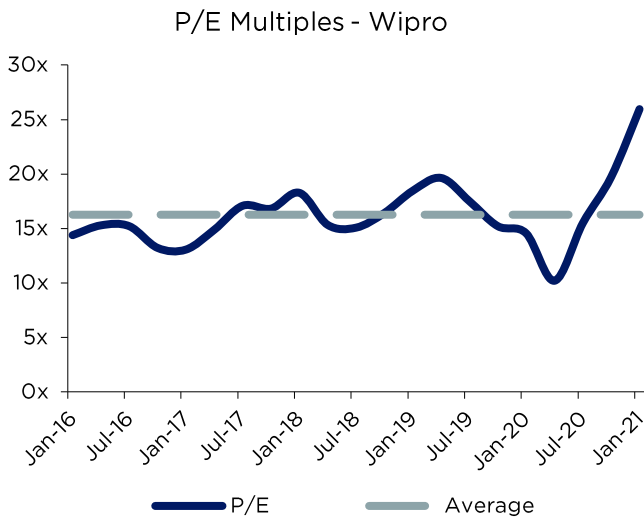
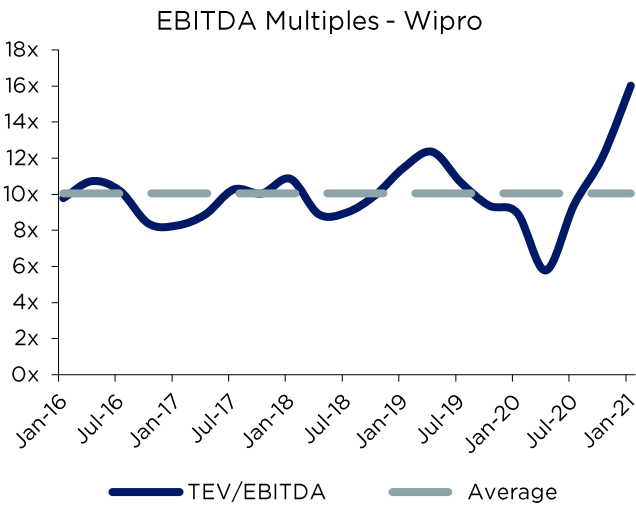
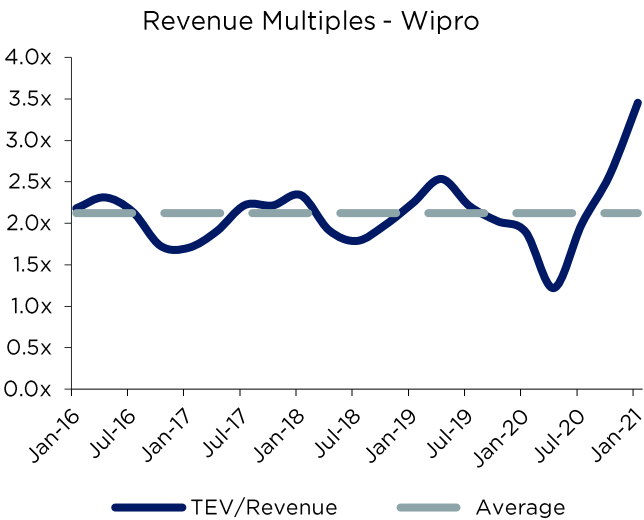
## Wipro

**Established in 1945, Wipro has grown to become one of the world's largest IT services vendors, providing services such as systems integration, IT outsourcing, business process outsourcing, and consulting, among others.**

The firm employs more than 170,000 staff, operates in more than 50 countries, and serves six primary business segments comprised of 27 industry verticals.

# Public Basket

Wipro



Company Name	Date	Deal Synopsis
Encore Theme Technologies	16-Dec-20	The company was acquired by Wipro (BOM: 507685) for INR 79.23 million on December 16, 2020. The acquisition helps Wipro to strengthen its position as a dominant player across the globe implementing Finastra solutions. The remaining 16.6 per cent equity stake will be acquired subject to and after receipt of certain regulatory approvals/ confirmations.
Eximius Design	13-Oct-20	The company reached a definitive agreement to be acquired by Wipro (BOM: 507685) for \$80 million on October 13, 2020. The acquisition will help Wipro to expand into newer market segments and elevate the customer's journey in next-generation technologies such as connected products, embedded AI and security.

### Cognizant Technology Solutions

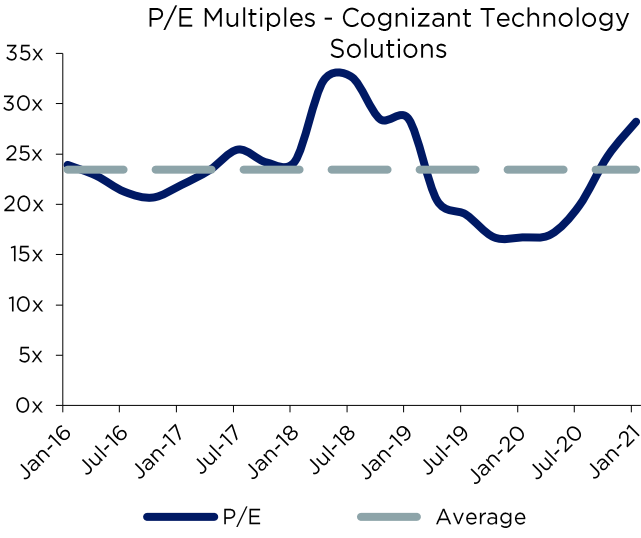
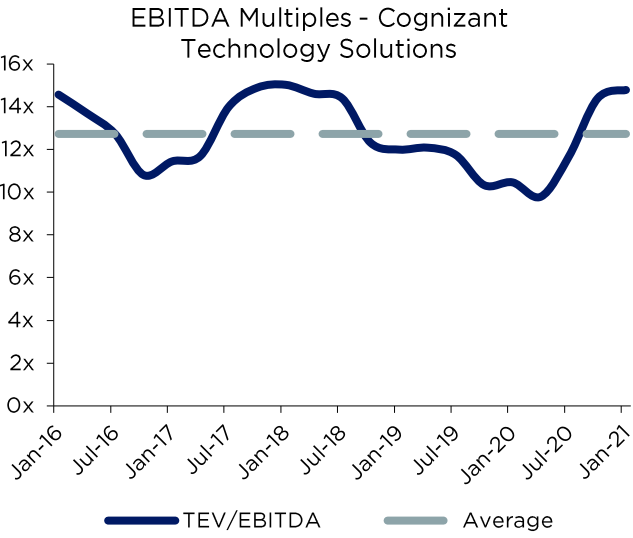
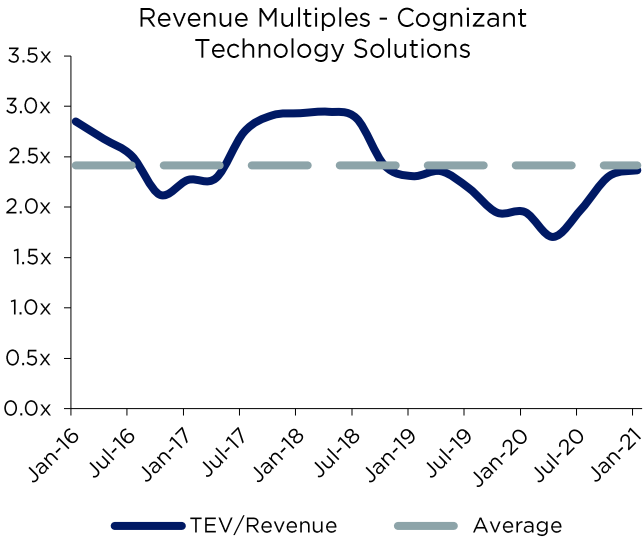
Cognizant is a global IT services provider, offering consulting and outsourcing services to some of the world's largest enterprises spanning the financial services, media and communications, healthcare, natural resources, and consumer products industries.

Cognizant employs nearly 300,000 people globally, roughly 70% of whom are in India, although the company's headquarters are in Teaneck, New Jersey.



# Public Basket

## Cognizant Technology Solutions



Company Name	Date	Deal Synopsis
Inawisdom	21-Dec-20	The company was acquired by Cognizant Technology Solutions (NAS: CTSH) for an undisclosed amount on December 21, 2020. The acquisition will enable the acquirer to further support customers in embedding data-driven decision-making into their organization, increasing their speed to business value and long-term market differentiation.
Bright Wolf	03-Nov-20	The company was acquired by Cognizant Technology Solutions (NAS: CTSH) for an undisclosed amount on November 3, 2020.

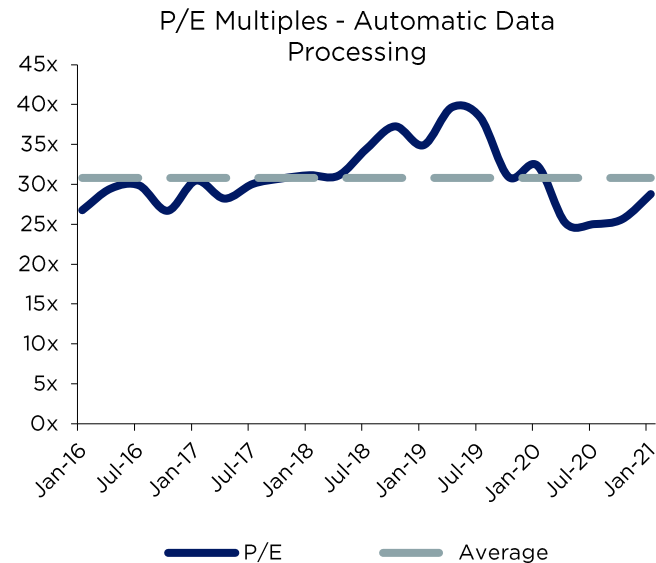
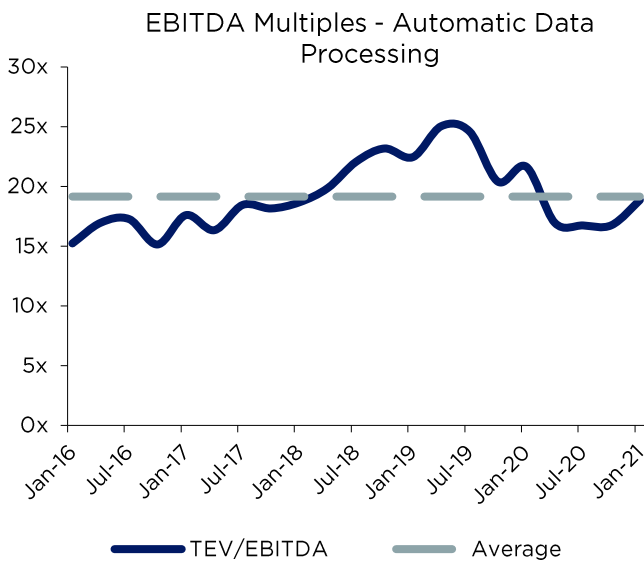
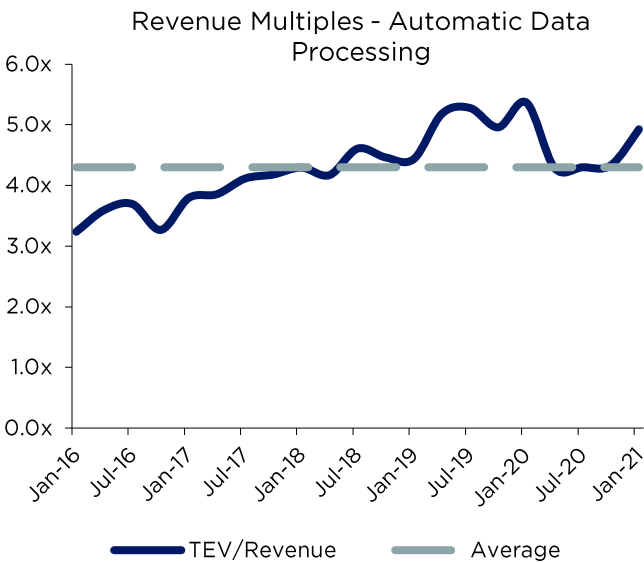
### Automatic Data Processing

## **ADP competes in the human resources administration services industry.**

It provides services that satisfy companies' human resources needs, such as payroll processing and benefits administration. ADP was founded in 1949 and has its headquarters in Roseland, New Jersey.

# Public Basket

## Automatic Data Processing



Company Name	Date	Deal Synopsis
BenefitMall Payroll	13-Jun-20	The company, a subsidiary of BenefitMall was acquired by Automatic Data Processing (NAS: ADP) for an undisclosed amount on June 13, 2020.
Celergo	01-Aug-18	The company was acquired by Automatic Data Processing (NASDAQ: ADP) for an undisclosed amount on August 1, 2018. The acquisition will enhance Automatic Data Processing's international payroll offerings with a strong platform and new solutions, including cross-currency and expatriate payment services.

## Accenture

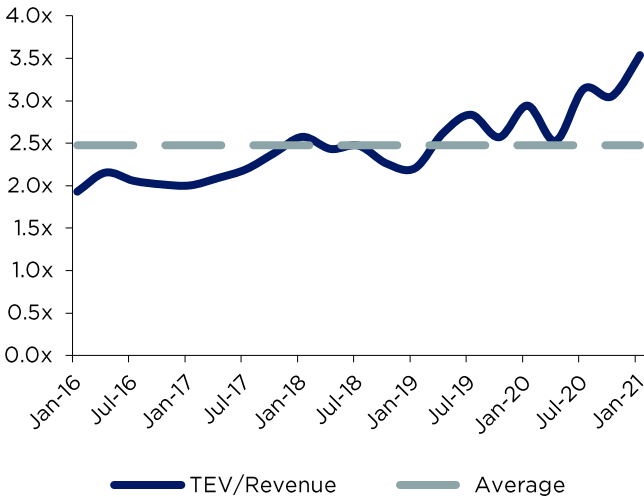
**Accenture is a leading global IT services firm that provides consulting, strategy, and technology and operational services.**

These services run the gamut from aiding enterprises with digital transformation, to procurement services, to software system integration. The company provides its IT offerings to a variety of sectors, including communications, media and technology, financial services, health and public services, consumer products, and resources. Accenture employs just under 500,000 people throughout 200 cities in 51 countries.

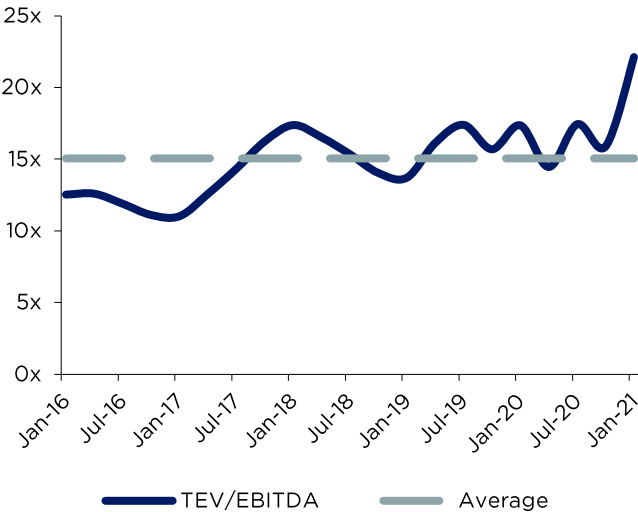
# Public Basket

Accenture

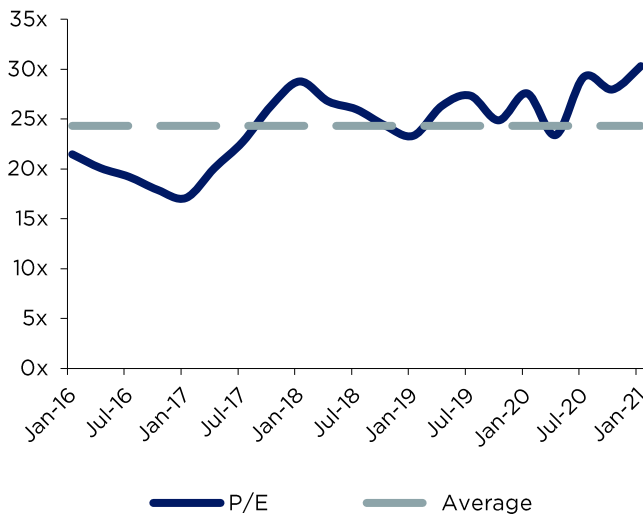
Revenue Multiples - Accenture



EBITDA Multiples - Accenture



P/E Multiples - Accenture



Company Name	Date	Deal Synopsis
Group Operations Service Platform	16-Dec-20	The company was formed as a joint venture between Assicurazioni Generali (BIT: G) and Accenture (NYSE: ACN) on December 16, 2020. Accenture holds a 5% stake in the joint venture while the rest is held by Generali Group. The JV is being formed to develop solutions that accelerate the digitization of Generali Group's business processes and the adoption of a cloud-centric model.
OpusLine	01-Dec-20	The company was acquired by Accenture (NYS: ACN) for an undisclosed amount on December 1, 2020. The acquisition enables Accenture to provide health industry clients with innovations in areas such as data analytics and artificial intelligence and support the health ecosystem.

# Contact Info

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As a close-knit team with a long history together and a laser focus on our target markets, we help our clients sell their companies, raise capital, grow through acquisitions, and evaluate new markets. Securities offered through 7M Securities LLC.

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